



**Building Workforce Capacity & Industry  
Competency**

# APPLIED MOTIVATIONAL INTERVIEWING

Motivating Resistant Clients in Employment Services

## Workshop Outline

This immersive workshop equips front-line staff with the skills and strategies to motivate even the most resistant participants towards meaningful employment.

In today's job market, many clients face a range of barriers that make the transition to employment seem daunting. Long-term unemployment, fixed mindsets, and multiple complex barriers can create a sense of apprehension and reluctance in clients. But with the right approach, we can help our clients overcome these barriers and achieve lasting results.

This workshop explores the power of Motivational Interviewing (MI) – a communication method designed to move people towards change. Practitioners will learn how to facilitate intrinsic motivation with their clients, encouraging them to take personal responsibility and generate their own sense of motivation.

Practitioners will learn to apply assessment methods and questioning techniques to assess readiness for work, scaffold questions to support ongoing motivation, and utilise MI strategies to evoke 'Change Talk'. Practitioners will gain a deeper understanding of the science of motivation, exploring the role of dopamine in the brain and the impacts of multiple barriers on a person's ability to change.

By the end of the workshop, practitioners will be equipped with a powerful set of skills and strategies to help them motivate resistant clients towards meaningful employment. Practitioners will be given the opportunity to take their practice to an advanced level.

## Key Learning Outcomes

- Understanding clients' resistance and reluctance in seeking employment
- Introduction and orientation to Prochaska and DiClemente's Stages of Change
- Applying assessment methods and questioning to assess readiness to work
- Scaffolding questions to support ongoing participant motivation.
- Introduction to Motivational Interviewing
- Learning motivational Interviewing strategies to improve participant outcomes

Duration: 7 Hours

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Delivered face to face in all states, by our qualified subject matter experts



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# PROVIDING ENHANCED CASE MANAGEMENT

To Employment Services Participants



## Workshop Outline

Effective case management is essential for Employment Services practitioners to support participants in achieving quality employment-related outcomes. This workshop provides evidence-based strategies and techniques for enhanced case management.

This workshop will cover the latest research-based approaches to enhanced case management, including employment services assessments, effective communication skills for participant engagement, employment development plans, and managing participant barriers. Practitioners will learn how to coordinate a wide range of services and resources to achieve quality employment-related outcomes.

Attendees will receive operational tools and strategies that are proven to work in the industry and will be able to apply their knowledge and skills to their daily work.

This workshop is a must-attend for Employment Services practitioners who want to enhance their case management skills and take their practice to the next level. Book now to secure your spot and take the first step to providing enhanced case management for employment services participants based on evidence-based practice!

## Key Learning Outcomes

- Learn evidence-based strategies for conducting Employment Services assessments and engaging participants
- Develop effective communication skills to engage participants in a client-centered approach
- Understand the value of a well-built employment development plan and how to implement it based on the latest research
- Learn evidence-based approaches to manage participant barriers and facilitate access to services and supports
- Acquire the skills to coordinate a wide range of services and resources to achieve quality employment-related outcomes

Duration: 7 Hours

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# EFFECTIVE STRATEGIES FOR MANAGING CHALLENGING BEHAVIOURS

In Employment Services



## Workshop Outline

Challenging behaviours present in many participants in Employment Services and impact the delivery of effective services and achieving outcomes. These behaviours can arise due to various causes, such as mental health conditions, learning difficulties, disability, offending history or trauma. Challenging behaviours may manifest as disruptive, aggressive, or non-compliant behaviours that can create difficulties for Employment Services practitioners.

Employment services practitioners must have the skills to identify potential challenging behaviours, assess the risk of violent or aggressive conduct, and manage situations safely. This includes conducting a thorough risk assessment, developing a safety plan, and having strategies in place to manage the behavior if it occurs. Sensitivity and empathy are critical when dealing with challenging behaviors that may be a symptom of an underlying issue. Practitioners will develop skills in negotiation, de-escalation techniques, and personal safety strategies.

## Key Learning Outcomes

- Developing a Comprehensive Understanding of Participants Challenging Behaviours
- Effective Assessment of Challenging Behaviours: Identifying Causes and Triggers
- Negotiating Conflicting Situations: Strategies for Conflict Resolution and De-escalation
- Ensuring Consistency and Best Practice in Addressing Challenging Behaviours
- Personal Safety Strategies: Promoting Safety in Challenging Work Environments
- Managing Difficult Workplace Situations
- Promoting Personal and Professional Resilience in Challenging Work Environments

Duration: 7 Hours

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# STRUCTURING AN EFFECTIVE & OUTCOME BASED APPOINTMENT

For Employment Services Participants



## Workshop Outline

Clear communication and a structured approach are essential for achieving successful outcomes in employment services. Participants may have negative experiences or barriers that affect their understanding, and practitioners and management need to be clear about their case management and servicing approach. This workshop will teach employment services practitioners effective and evidenced based techniques for conducting employment services appointments that align with organizational objectives

Attendees will receive operational tools and strategies that are proven to work in the industry and will be able to apply their knowledge and skills to their daily work.

This professional development workshop is a must-attend for employment services practitioners who want to enhance their case management skills and take their practice to the next level.

## Key Learning Outcomes

- Understand the purpose of structuring an appointment in Employment Services to achieve successful outcomes.
- Develop effective questioning skills to understand participant needs and build rapport.
- Learn how to communicate effectively and assertively to achieve case management goals.
- Understand the importance of reinforcing employment focus in a structured appointment and how to make an effective assessment of participant needs.
- Learn how to write and utilise effective file notes and develop an appropriate employment development plan

Duration: 7 Hours

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# **SUPPORTING PARTICIPANTS WITH COMPLEX NEEDS**

**Developing Plans & Interventions in Employment Services**

## **Workshop Outline**

The COVID-19 pandemic has led to unprecedented job losses and an increase in the number of individuals seeking employment services. Many of these individuals are facing multiple and complex barriers that make it difficult for them to find and maintain employment. These barriers may include physical and mental health issues, addiction, lack of education or training, limited work experience, poverty, social isolation, and discrimination. These barriers can interact and compound with each other, creating a complex and challenging situation for both the individual and the employment services provider.

This workshop is designed to help Employment Services practitioners and case managers understand and interpret the complex barriers that individuals with multiple needs face. Practitioners will learn how to assess participant conditions and develop effective interventions, while building safe and trusting relationships with participants. This workshop covers the impact of trauma and provides a trauma-informed approach to working with participants. Practitioners will learn how to identify negative thinking patterns, use participant goals to motivate change, and work with other support services to make appropriate referrals.

## **Key Learning Outcomes**

- Understanding and interpreting complex barriers
- Assessing participant conditions and their impact on their employment development
- Understanding how complex needs present themselves and the appropriate intervention focus
- Learning the influence of trauma on participants with complex needs
- Implementing a trauma-Informed approach with participants
- Building safe, trusting, and respectful relationships to enhance rapport with clients
- Targeted interviewing and communication for complex and challenging situations
- Understanding negative thinking patterns and how they impact feelings and behaviors
- Using participant goals to motivate change by using Change Talk
- Working with other treatment and support services to make appropriate referrals

Duration: 7 Hours

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# MENTAL HEALTH ESSENTIALS

Providing Employment Services Practitioners With The Strategies And Tools To Understand Mental Health In Employment Services.



## Workshop Outline

The prevalence of mental health challenges among job seekers presents a growing concern for Employment Services (ES) practitioners. This workshop aims to provide ES practitioners with evidence-based strategies and knowledge to effectively work with clients who present with mental health challenges.

This workshop delves into the protective and risk factors associated with mental health challenges, examines key psychiatric conditions, and explores approaches to mental health support. Through case studies and practical exercises, practitioners will gain the necessary skills and tools to assess, communicate, and develop tailored case management plans that focus on employment outcomes. Furthermore, this workshop will emphasize the impact of mental ill-health on individuals, employers, and Employment Service providers, highlighting the need for ES practitioners to adopt a multi-dimensional approach in their practice.

By the end of this workshop, participants will be better equipped to support job seekers with mental health challenges and foster their employment success.

The instructional designers and facilitators of this professional development workshop are subject matter experts in the field of mental health, qualified mental health clinicians, and licensed Standard and Youth Mental Health First Aid instructors. They bring a wealth of knowledge and expertise to the workshop, ensuring that participants receive the most current and evidence-based information and skills.

## Key Learning Outcomes

- Gain a better understanding of mental health and wellbeing, and its impact on employment.
- Learn about protective and risk factors for mental health challenges.
- Understand key psychiatric conditions and how to work with clients with these conditions.
- Identify best-practice approaches to support clients with mental ill-health.
- Develop practical strategies for assessing, communicating, and developing case management plans that focus on employment.
- Learn how to effectively communicate with job seekers by opening a dialogue around mental health and assessing their need
- Understand referral services to get better engagement and employment outcomes for job seekers.
- Develop reasonable adjustments & behavioral support plans to provide the best post-placement support for participants.

Duration: 7 Hours    Delivered face to face in all states

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# DRUG & ALCOHOL ESSENTIALS

Case Management Skills For Client's Experiencing Addiction Problems

## Workshop Outline

The COVID-19 pandemic has further exacerbated the existing prevalence of drug and alcohol use among clients of Employment Services, highlighting the pressing need for front line staff to possess the knowledge and skills to effectively assess, communicate with, and support individuals with addiction and substance use issues.

In response to this need, this workshop has been designed to provide an orientation and promote an understanding of the Alcohol and Other Drugs Sector. The workshop aims to enhance staff capacity to create case management plans based on client assessments and make appropriate referrals to other services as needed.

This workshop is delivered by subject matter experts who are addiction specialists, and stay up to date with new research. The workshop aims to provide staff with the necessary knowledge and skills to create a nurturing and accepting relationship with clients who experience addiction and substance use issues. It will focus on how to advocate on their clients behalf, whilst discussing bias and stigma. Staff will learn how to refer clients to appropriate drug and alcohol services and jobs that take into account a possible criminal history. Overall, this workshop will enable front line staff to support their clients who experience addiction and substance use issues, in a way that will enhance their overall well-being and long-term recovery.

## Key Learning Outcomes

- Understanding addiction and how it presents in employment services
- Recognising signs & behaviours of substance use and addiction, conducting brief assessments
- Understanding short term and long term effects of substance use and addiction
- Brief intervention & harm reduction strategies for support workers
- Understanding Opiate and Alcohol replacement therapy, such as Methadone and Naltrexone and it's impacts on a person
- Understanding dual diagnosis and the impacts of substance use on mental health conditions, providing psycho education
- Applying appropriate communication techniques to engage and manage substance affected participants, using de-escalation language
- Applying appropriate levels of support to participants and making suitable community referrals

Duration: 7 Hours

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